



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ADMISSIONS CLERK

Class No. 002706

SENIOR ADMISSIONS CLERK

Class No. 002707

■ CLASSIFICATION PURPOSE

To perform intake and admissions functions for persons admitted to hospital or care facilities; to obtain and record admissions and discharge information; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

All positions in this class are allocated to the Health and Human Services Agency. They differ from other clerical classes in that the Admissions Clerks perform intake and admissions functions for persons admitted to hospital or clinic care facilities. Depending on assignment and location, Admissions Clerks work in facilities that are open twenty-four hours a day, seven days a week, including holidays.

Admissions Clerk:

This is the entry/journey level class in the Admissions Clerk series. Under direct supervision, this class is responsible for handling the clerical aspects of the admissions process. During the admissions process, Admissions Clerks interact directly with law enforcement officers, social workers and/or persons who may be mentally ill, under the influence of drugs/alcohol, or are in a life crisis situation. This class differs from the next higher class, Senior Admissions Clerk, in that the latter functions as a first-line supervisor responsible for supervising an assigned shift.

Senior Admissions Clerk:

This is the first-line supervisory level in the Admissions Clerk series. Under general supervision, this class is responsible for the supervision, coordination, and scheduling of Admissions Clerks, and the processing of persons being admitted to a County inpatient care facility.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Admissions Clerk:

Essential Functions:

1. Types, enters and prepares forms necessary in the general admissions process.
2. Interviews law enforcement officers, social workers, and/or patients to ascertain correct identity, place of residence, closest relative and known medical problem information.
3. Receives and accounts for client's cash, valuables, and personal belongings, and ensures security and confidentiality of items.
4. Maintains confidential files using a wide variety of filing and recording systems.
5. Provides copies, duplicates and other documents to superiors and other professionals.
6. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

Senior Admissions Clerk:

Essential Functions:

All the functions listed above and

1. Plans, supervises and directs the admission functions of a County inpatient care facility.
2. Reviews the work of Admissions Clerks and assigns work schedules as necessary.
3. Organizes and maintains complex filing systems related to medical and personal history records, clerical procedures, and general office practices.
4. Reviews a variety of reports, forms and records for accuracy, completeness and compliance with applicable laws, statutes and regulations.
5. Interfaces with County officials and professionals in areas related to patient referrals, personal histories, criminal records, and medical records.
6. Reviews and responds to internal and external correspondence and public inquiries.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Standard admission and discharge procedures.
- Indexing and filing systems.
- Basic mathematics.
- General office functions, procedures, and equipment.
- Cash accounting or cashiering.
- Medical terminology.
- Interviewing techniques.
- Basic computer programs.
- Telephone, office, and online etiquette.
- Courteous, respectful treatment of County employees, representatives of outside agencies and members of the public representing diverse cultures and backgrounds.

Senior Admissions Clerk (in addition to the above):

- Principles of supervision and training techniques.
- County and departmental rules, regulations and ordinances.

Skills and Abilities to:

- Check and compare names and numbers.
- Communicate effectively orally and in writing.
- Operate a computer.
- Use charts and schedules.
- Interact effectively with inebriated, uncooperative, and /or emotionally disturbed persons.
- Explain procedures and documents to others.
- Understand and follow oral and written instructions.
- Read and understand applicable legal and medical documents.
- Establish effective working relationships with management, employees, employee representative and the public.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Senior Admissions Clerk (in addition to the above):

- Plan, schedule and supervise the work of subordinate personnel.
- Read and interpret applicable legal, medical and other related documents.
- Prepare reports.
- Proofread and verify data for accuracy and completeness.
- Effectively handle difficult public contact situations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Admissions Clerk:

1. One (1) year of experience performing admissions or related clerical duties in a hospital or institution.

Senior Admissions Clerk:

1. Three (3) years of experience performing admissions or related clerical duties in a hospital or institution, one year of which must have been in a lead or supervisory capacity, OR
2. One (1) year as an Admissions Clerk in the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent: standing; sitting; bending and stooping; twisting of waist; upward and downward flexion of neck; repetitive use of hands to operate office equipment; fine finger dexterity to operate keyboards and writing materials; and reaching above the shoulders and below the knees.

Occasional: pushing and pulling carts or other objects; and lifting and carrying boxes of office supplies or equipment weighing up to 25 pounds and for a distance of 15 feet.

San Diego County Psychiatric Hospital

Frequent: opening, closing, locking, and unlocking heavy-duty security and fire doors within the hospital that weigh 30 to 40 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None required.

Certification/Registration

Typing Requirement - San Diego County Psychiatric Hospital and Edgemoor Hospital

An original unaltered typing certificate (no photocopies) for at least 30 net words per minute with a maximum of 5 errors must be attached to the application. The typing test must be for at least five minutes with 2 gross words penalty for each error, and the certificate must be no more than 2 years old. The certificate must state the gross words per minute attained and the number of errors.

Working Conditions

Work primarily takes place in a hospital setting, clinical setting, or shelter for children. Work involves interacting with persons who may be upset, hostile, emotionally distressed, suicidal, or homicidal. Work involves exposure to shouting and yelling by patients. Work may involve exposure to bodily fluids when handling patients'/clients' personal clothing or property and communicable diseases and other medical conditions when interacting with patients or clients.

Depending upon assignment and work location, incumbents may be required to work a variety of shifts including days, nights, weekends and holidays.

NOTE: Incumbents may be required to wear personal protective equipment when necessary.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: November 1, 1985
Revised: March 27, 1989
Revised: October 11, 1999
Revised: June 7, 2004
Revised: October 25, 2005
Revised: March 31, 2006

Admissions Clerk (Class No. 002706)
Senior Admissions Clerk (Class No. 002707)

Union Code: CL
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Variable Entry: Y
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